

obtained from a controller of the networked system.

4. (Original) A method according to claim 1 wherein the step of monitoring system activity information further includes the step of monitoring network traffic.
5. (Original) A method according to claim 4 wherein the network traffic monitored is that addressed to or from a controller of the network.
6. (Original) A method according to claim 4 wherein the network traffic is monitored at a node of the network which connects the controller to the network.
7. (Original) A method according to claim 1 further including the step of combining entity status information with the system configuration information and the system activity information.
8. (Original) A method according to claim 7 wherein the step of obtaining entity status information further includes the step of interrogating an entity connected to the network.
9. (Original) A method according to claim 8 wherein the address of the interrogated entity is obtained from the system activity information.
10. (Original) A method according to claim 1 wherein the system activity information includes call signalling data.
11. (Original) A method according to claim 1 wherein the entities include multi-media devices.
12. (Original) A method according to claim 1 wherein the entities include IP telephones or gateways.
13. (Original) A method according to claim 1 wherein the operational information produced includes information regarding current calls.

14. (Original) A method according to claim 13 wherein the information regarding current calls includes quality of service.
15. (Original) A method according to claim 1 wherein the operational information produced includes information regarding current status of entities.
16. (Original) A method according to claim 1 wherein the operational information produced includes information regarding route availability.
17. (Original) A method according to claim 1 wherein the operational information produced includes the delay to obtaining a dial tone.
18. (Original) A method according to claim 1 further including the step of controlling the system based on the operational information.
19. (Original) A method according to claim 1 further including the step of graphically presenting an overview of the operational information.
20. (Original) An apparatus for producing operational information regarding the operation of a networked system, the system including entities arranged to communicate over the network, the apparatus including:
  - obtaining means for obtaining system configuration information regarding the configuration of the system;
  - monitoring means for continuously monitoring activity of the system to obtain system activity information; and
  - combining means for combining the system configuration information with the system activity information to obtain real time operational information.
21. (Original) An apparatus according to claim 20 wherein the system configuration information includes details of the topology of the system.

- 22. (Original) An apparatus according to claim 20 that is arranged to obtain system configuration information from a controller of the networked system.
- 23. (Original) An apparatus according to claim 20 wherein the monitoring means is arranged to obtain system activity information by monitoring network traffic.
- 24. (Original) An apparatus according to claim 23 wherein the monitoring means is arranged to monitor network traffic monitored that is addressed to or from a controller of the networked system.
- 25. (Original) An apparatus according to claim 23 wherein the monitoring means is arranged to monitor network traffic at a node of the network which connects a controller of the networked system to the network.
- 26. (Original) An apparatus according to claim 20 wherein the combining means is further arranged to combine entity status information with the system configuration information and the system activity information.
- 27. (Original) An apparatus according to claim 26 wherein the entity status information is obtained by interrogating an entity connected to the network.
- 28. (Original) An apparatus according to claim 27 wherein the address of the interrogated entity is obtained from the system activity information.
- 29. (Original) An apparatus according to claim 20 wherein the system activity information includes call signalling data.
- 30. (Original) An apparatus according to claim 20 wherein the entities include multi-media devices.

- 31. (Original) An apparatus according to claim 1 wherein the entities include IP telephones or gateways.
- 32. (Original) An apparatus according to claim 20 wherein the operational information produced includes information regarding current calls.
- 33. (Original) An apparatus according to claim 32 wherein the information regarding current calls includes quality of service.
- 34. (Original) An apparatus according to claim 20 wherein the operational information produced includes information regarding current status of devices.
- 35. (Original) An apparatus according to claim 20 wherein the operational information produced includes information regarding route availability.
- 36. (Original) An apparatus according to claim 20 wherein the operational information produced includes the delay to obtaining a dial tone.
- 37. (Original) An apparatus according to claim 20 further including control means for controlling the system based on the operational information.
- 38. (Original) An apparatus according to claim 20 further including presentation means for presenting an overview of the operational information.
- 39. (Cancelled)
- 40. (Cancelled)
- 41. (Cancelled)
- 42. (Cancelled)

Respectfully Submitted,

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